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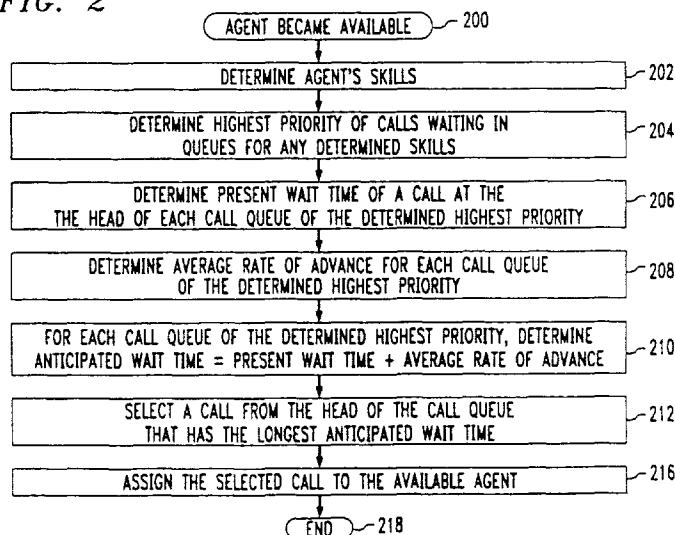
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(54) **Waiting-call selection based on anticipated wait times**

(57) The maximum wait time for callers in a call center is lowered by selecting, for an agent who has just become available to handle a call, a highest-priority waiting call that would most likely wait the longest if it were not selected at this time. Anticipated wait times are computed for the calls at the heads of the non-empty highest-priority call queues that correspond to the agent's skills

or splits (202-210). The anticipated wait time of a call is computed as the call's present (elapsed) wait time plus the average rate of advance of calls in the call's queue (210). The call with the longest anticipated wait time is then selected first and is assigned to the available agent for handling (212-216). The process is repeated each time that any agent becomes available.

FIG. 2



EP 0 863 650 A3



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EUROPEAN SEARCH REPORT

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EP 98 30 1335

DOCUMENTS CONSIDERED TO BE RELEVANT			
Category	Citation of document with indication, where appropriate, of relevant passages	Relevant to claim	CLASSIFICATION OF THE APPLICATION (Int.Cl.6)
A	US 5 506 898 A (R.CONSTANTINI ET AL) 9 April 1996 * the whole document * ---	1	H04M3/50 H04M3/42
A	US 5 530 744 A (CHARALAMBOUS SALOMI T ET AL) 25 June 1996 * column 14, line 7 - column 20, line 42 * ---	1	
A	US 5 025 468 A (SIKAND PARMINDER S ET AL) 18 June 1991 * the whole document * ---	1	
A	US 4 788 715 A (LEE DOOYONG) 29 November 1988 * the whole document * ---	1	
A	US 4 881 261 A (OLIPHANT JEAN R ET AL) 14 November 1989 * the whole document * ---	1	
A	"PERFORMANCE MODELLING OF AUTOMATIC CALL DISTRIBUTORS: ASSIGNABLE GRADE OF SERVICE STAFFING" PROCEEDINGS OF THE INTERNATIONAL SWITCHING SYMPOSIUM, YOKOHAMA, OCT. 25 - 30, 1992, vol. 2, no. SYMP. 14, 25 October 1992, pages 294-298, XP000337733 INSTITUTE OF ELECTRONICS; INFORMATION AND COMMUNICATION ENGINEERS * the whole document * ---	1	TECHNICAL FIELDS SEARCHED (Int.Cl.6) H04M
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The present search report has been drawn up for all claims			
Place of search THE HAGUE		Date of completion of the search 2 November 1998	Examiner Kelperis, K
CATEGORY OF CITED DOCUMENTS X : particularly relevant if taken alone Y : particularly relevant if combined with another document of the same category A : technological background O : non-written disclosure P : intermediate document		T : theory or principle underlying the invention E : earlier patent document, but published on, or after the filing date D : document cited in the application L : document cited for other reasons & : member of the same patent family, corresponding document	

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